

Exhibit 300: Capital Asset Summary

Part I: Summary Information And Justification (All Capital Assets)

Section A: Overview & Summary Information

Date Investment First Submitted: 2009-06-30
Date of Last Change to Activities: 2011-10-27
Investment Auto Submission Date: 2012-02-15
Date of Last Investment Detail Update: 2012-02-15
Date of Last Exhibit 300A Update: 2012-02-15
Date of Last Revision: 2012-02-15

Agency: 012 - Department of Labor **Bureau:** 12 - Pension Benefit Guaranty Corporation

Investment Part Code: 01

Investment Category: 00 - Agency Investments

1. Name of this Investment: PBGC - Participant Services (Benefit Administration)

2. Unique Investment Identifier (Ull): 012-000005003

Section B: Investment Detail

- 1. Provide a brief summary of the investment, including a brief description of the related benefit to the mission delivery and management support areas, and the primary beneficiary(ies) of the investment. Include an explanation of any dependencies between this investment and other investments.**

Benefit Administration (BA) investment provides the capability to administer benefits to over 1.5 million participants in PBGC trustee pension plans. BA consists of 6 core interrelated applications (MyPBA, CRM, IPS, eALG, Spectrum & CMS), categorized into 4 BA programs: 1) the Customer Care Applications (CCA) MyPBA & CRM provide self service capabilities to participants & customer relationship management functionality to customer care specialists; 2) the Document Management Systems (DMS) IPS & eALG provide communication management capabilities such as correspondence generation, tracking & imaging; 3) Benefit Management Applications (BMA) consists of the Spectrum application & provides participant benefit management capabilities; & 4) Case Management System (CMS) consists of the CMS application & provides pension plan monitoring, case assessment & management capabilities. The User Access Provisioning Tool (UAPT) application allows management of user access rights & functions within the 6 core BA applications. The BA investment enables PBGC to meet 2 of its core missions of paying participants & providing exceptional customer service. BA continues to focus on the following initiatives: IT Simplification & Technology, Capacity, & Security upgrades. Progressing towards achieving milestones identified in the chosen alternatives analysis & Segment Architecture analysis both conducted in FY10, BA continues to: 1) retire legacy applications & associated components to avoid obsolescence, meet business needs, & further improve efficiency & productivity; 2) provide feature functionality to

improve customers' experience with PBGC & meet a major goal of keeping the American Customer Satisfaction Index (ACSI) score for BA high; 3) adapt to support business process improvements as PBGC continually trustees more plans & more complex plans; & 4) support initiatives to further strengthen IT security controls. BA interacts with the Benefit Calculation & Valuation (BCV), IT Infrastructure & Consolidated Financial Services (CFS) investments to accomplish its goals & achieve PBGC's mission, thus creating dependencies between these investments. The impact on PBGC would be catastrophic if these dependent investments are forced to function without the appropriate BA support. The criticality of BA to the core processing requires that the BA applications remain adaptable to new technologies as they are introduced to meet customer demands for high quality & versatile systems.

2. How does this investment close in part or in whole any identified performance gap in support of the mission delivery and management support areas? Include an assessment of the program impact if this investment isn't fully funded.

The following initiatives are being pursued to address the performance gaps identified in the Segment Architecture analysis in support of 2 PBGC's core missions of paying participants & providing exceptional customer service: 1) Retire legacy applications & associated components: The investment is replacing multiple standalone legacy applications with state-of-the-art integrated solutions supported by re-engineered & efficient business processes. In addition, the investment is simplifying databases by improving the data quality & migration of customer databases currently maintained in 5 schemas & 3 databases, to one consolidated master customer database, as well as consolidating plan data. PBGC's IT Simplification initiative, launched by the BA investment, creates a common platform for the Agency's web-based applications. 2) Improve customers' experience: The investment calls for offering multiple self-service channels to participants with an objective to meet increased demand for just in time information & maintain high level of customer service. The plan also achieves high efficiency & reduction in costs associated with the call center & field offices by encouraging increased self-services through multiple channels - web, mobile, interactive voice response. 3) Streamline & implement efficient security controls: The Investment will implement Oracle Identity Manager (OIM) to replace the current User Access Provisioning Tool, which is the first & a large step in implementing enterprise-wide Access Control to integrate applications & reduce manual workarounds, specifically for mixed Financials, to ensure there are appropriate controls for auditable transactions. Without full funding PBGC's core mission of providing retirees with uninterrupted, accurate benefit payments would be jeopardized & initiatives such as improving customer service, improving efficiencies & streamlining business processes & implementing efficient security controls will be negatively impacted.

3. Provide a list of this investment's accomplishments in the prior year (PY), including projects or useful components/project segments completed, new functionality added, or operational efficiency achieved.

In FY11, BA 1) selected new products to replace legacy applications (eALG & MyPBA) & conducted business re-engineering efforts to ensure solutions efficiently incorporate agency-wide business processes & enterprise-wide common platform technology; 2) progressed in simplifying databases (DBs) & improving data quality by completing mapping of financial data between the CAS & Genesis DBs & redesigning the CMS DB; 3) recorded significant increases in ACSI scores in the area of PBGC response to trustee plan

participant callers and also call from retirees receiving benefits, attributable to continued business and technology enhancements; 4) deployed 4 releases that improved process efficiency and productivity; 5) added functionality to identify & track payments for conditional benefits; 6) continued steady state operations to enable business to provide superior customer service & send timely & accurate payments.

4. Provide a list of planned accomplishments for current year (CY) and budget year (BY).

In FY12, the planned activities or projects of the BA Investment include: 1) redesigning of the CMS database in order to clean up and consolidate plan data and additional database simplification activities, thus enabling effective communication across departments and reducing maintenance costs; 2) modernizing MyPBA application to incorporate easy to use functions, online benefit estimates and other pertinent tools and functions for PBGC participants utilizing the common IT platform; 3) modernizing and consolidating the benefit payment related applications; 4) continuing steady state (SS) operations to enable the business to provide superior customer service & send timely & accurate payments to participants. In addition to the modernizations mentioned above, in FY13, the BA Investment will also 1) decommission the .NET legacy application MyPBA and the Benefit Payment Branch (BPB) legacy standalone applications; 2) focus on migrating the customer databases to one consolidated master customer database; 3) offer self-service functions through multiple channels such as web, mobile, IVR; 4) migrate image services repository to a content engine repository; 5) initiate the requirements gathering effort to analyze and procure Oracle Identity Manager (OIM) to streamline and implement efficient security controls; 6) begin to develop and implement a comprehensive reporting system to support the BA core applications; 7) conduct an Alternatives Analysis checkpoint; 8) continue SS operations to enable the business to provide superior customer service & send timely & accurate payments to participants.

5. Provide the date of the Charter establishing the required Integrated Program Team (IPT) for this investment. An IPT must always include, but is not limited to: a qualified fully-dedicated IT program manager, a contract specialist, an information technology specialist, a security specialist and a business process owner before OMB will approve this program investment budget. IT Program Manager, Business Process Owner and Contract Specialist must be Government Employees.

2011-07-07

Section C: Summary of Funding (Budget Authority for Capital Assets)

1.

Table I.C.1 Summary of Funding

	PY-1 & Prior	PY 2011	CY 2012	BY 2013
Planning Costs:	\$0.8	\$1.7	\$1.3	\$1.4
DME (Excluding Planning) Costs:	\$5.1	\$9.5	\$7.3	\$8.6
DME (Including Planning) Govt. FTEs:	\$1.1	\$1.2	\$1.2	\$1.2
Sub-Total DME (Including Govt. FTE):	\$7.0	\$12.4	\$9.8	\$11.2
O & M Costs:	\$8.6	\$7.0	\$9.5	\$8.1
O & M Govt. FTEs:	\$0.5	\$0.5	\$0.5	\$0.5
Sub-Total O & M Costs (Including Govt. FTE):	\$9.1	\$7.5	\$10.0	\$8.6
Total Cost (Including Govt. FTE):	\$16.1	\$19.9	\$19.8	\$19.8
Total Govt. FTE costs:	\$1.6	\$1.7	\$1.7	\$1.7
# of FTE rep by costs:	10	10	10	10
Total change from prior year final President's Budget (\$)		\$0.1	\$-0.1	
Total change from prior year final President's Budget (%)		0.66%	-0.25%	

2. If the funding levels have changed from the FY 2012 President's Budget request for PY or CY, briefly explain those changes:

Section D: Acquisition/Contract Strategy (All Capital Assets)

Table I.D.1 Contracts and Acquisition Strategy

Contract Type	EVM Required	Contracting Agency ID	Procurement Instrument Identifier (PIID)	Indefinite Delivery Vehicle (IDV) Reference ID	IDV Agency ID	Solicitation ID	Ultimate Contract Value (\$M)	Type	PBSA ?	Effective Date	Actual or Expected End Date
Awarded		PBGC01DO070279	GS35F4704G	4730							
Awarded		PBGC01DO090132	GS35F0323J	4730							
Awarded		PBGC01DO119001	PBGC01D100002	1665							
Awarded		PBGC01DO109042	PBGC01D090004	1665							
Awarded		PBGC01DO109041	PBGC01D100002	1665							
Awarded		PBGC01DO109051	PBGC01D090012	1665							
Awarded		PBGC01DO119029	PBGC01D110003	1665							

2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why:

Exhibit 300B: Performance Measurement Report

Section A: General Information

Date of Last Change to Activities: 2011-10-27

Section B: Project Execution Data

Table II.B.1 Projects

Project ID	Project Name	Project Description	Project Start Date	Project Completion Date	Project Lifecycle Cost (\$M)
BMA	Benefit Management Applications (BMA)	Provides participants benefit management capabilities to PBGC users.			
CCA	Customer Care Applications (CCA)	Provides self service capabilities to participants and customer relationship management functionality to customer care specialists.			
CMS	Case Management System (CMS)	Provides pension plan monitoring, case assessment and management capabilities.			
DMS	Document Management Systems (DMS)	Provides communication management capabilities such as correspondence generation, tracking and imaging.			
BAPMO	Benefit Administration Program Management Office (BA PMO)	Provides program management support, oversight, governance, and best practices to the BA Program.			

Activity Summary

Roll-up of Information Provided in Lowest Level Child Activities

Activity Summary

Roll-up of Information Provided in Lowest Level Child Activities

Project ID	Name	Total Cost of Project Activities (\$M)	End Point Schedule Variance (in days)	End Point Schedule Variance (%)	Cost Variance (\$M)	Cost Variance (%)	Total Planned Cost (\$M)	Count of Activities
Project ID	Name	Total Cost of Project Activities (\$M)	End Point Schedule Variance (in days)	End Point Schedule Variance (%)	Cost Variance (\$M)	Cost Variance (%)	Total Planned Cost (\$M)	Count of Activities
BMA	Benefit Management Applications (BMA)							
CCA	Customer Care Applications (CCA)							
CMS	Case Management System (CMS)							
DMS	Document Management Systems (DMS)							
BAPMO	Benefit Administration Program Management Office (BA PMO)							

Key Deliverables

Project Name	Activity Name	Description	Planned Completion Date	Projected Completion Date	Actual Completion Date	Duration (in days)	Schedule Variance (in days)	Schedule Variance (%)
--------------	---------------	-------------	-------------------------	---------------------------	------------------------	--------------------	------------------------------	-----------------------

NONE

Section C: Operational Data

Table II.C.1 Performance Metrics

Metric Description	Unit of Measure	FEA Performance Measurement Category Mapping	Measurement Condition	Baseline	Target for PY	Actual for PY	Target for CY	Reporting Frequency
ACSI Survey: MyPBA; an index of customer satisfaction as measured by customers who complete an online transactions via MyPBA	number	Customer Results - Service Quality	Over target	68.000000	80.000000	82.000000	81.000000	Semi-Annual
Customer Satisfaction score for responding to trustee plan participant callers. An index of customer satisfaction as measured by 250 interviews conducted of those customers who contacted PBGC by phone during a determined period of time	number	Customer Results - Service Quality	Over target	73.000000	81.000000	86.000000	81.000000	Semi-Annual
Customer Satisfaction score for retirees receiving benefits from PBGC	number	Customer Results - Service Quality	Over target	84.000000	85.000000	90.000000	85.000000	Semi-Annual
Percentage of total transactions completed online using MyPBA	percent	Process and Activities - Productivity	Over target	24.000000	25.000000	29.270000	25.000000	Monthly
Average time in years to complete a plan	number	Process and Activities - Cycle Time and Timeliness	Under target	3.200000	3.100000	3.100000	3.100000	Semi-Annual
Number of available Web Services	number	Technology - Efficiency	Over target	10.000000	2.000000	0.000000	3.000000	Semi-Annual